

Notice of References Cited	Application/Control No. 10/725,205	Applicant(s)/Patent Under Reexamination PANTALEO ET AL.	
	Examiner Michael Heck	Art Unit 3623	Page 1 of 1

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	V	Reynolds, Automating for Better Workforce Management, Call Center Solutions, March 1999, p. 74-80 [PROQUEST]
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*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.